

Safe Halloween at THEMUSEUM FAQs



Can my children wear costumes?

Of course! We encourage our visitors to dress up for the event. However, please note, that our building has a lot of stairs so be sure that your children's costumes are appropriate length to avoid any trips and falls. We also ask that all visitors over the age of five wear face coverings recommended by Waterloo Region. This may not include full-face costume masks. Learn more about the region's mask guidelines, [here](#).

What are your building caps?

Provincial guidelines permit THEMUSEUM to host up to 200 guests within our space at a time. However, in the interest of safety, our team has decided to limit our building's capacity to 80 visitors per timed ticket slot.

To best serve our community, we ask that visitors with school-age children book tickets for Saturday (October 31st). We would like to reserve Friday's tickets (October 30th) for families with pre-school age children (and their siblings). Wherever possible, we ask that one guardian accompany children to the event.

How many ticket timeslots are there?

On Friday, THEMUSEUM is open for general admission from 10:00 am to 1:00 pm. You can purchase a single 3-hour timed-ticket for this timeslot.

On Saturday, THEMUSEUM is open for general admission from 10:00 – 4:00 pm. There are three 2-hour timed tickets, 10:00 am – 12:00 pm, 12:00 pm – 2:00 pm, and 2:00 pm – 4:00 pm.

We will not be offering our members-only hour from 9:00 am – 10:00 am on the 30th and 31st.

What happens if tickets sell-out online?

To stay within our building cap, if tickets sell out online, we will not be selling admission at the door. If there are still spaces available for a timeslot, we will sell tickets at the door.

However, to help us prepare, we ask that visitors purchase their tickets online in advance.

What kinds of treats will you be offering?

THEMUSEUM will offer nut free, individually packaged treats and candies at the Halloween events.

How will treats be distributed?

Treats will be handed out by our staff in appropriate PPE. Treats will be handed out using tongs to minimize contact.

On Friday, participants will travel to different stations throughout the building for their treats. On Saturday, goody bags will be collected from one of two distanced stations (one goody bag per child) after children have participating in the scavenger hunt.

What are your safety procedures?

THEMUSEUM will employ our standard COVID-19 policies for guests to ensure that everyone remains safe. You can find our guidelines [here](#).

In addition to our regular hourly COVID-19 cleaning schedule, we will schedule additional cleaning at the end of each time timeslot on Saturday. To ensure that staff have the time for additional cleaning measures and that there is enough space for guests to watch the programming in our atrium, we will remove our First-Floor manipulatives and building blocks.

We also ask that families keep their masks on at all times in the building and that children not eat their treats while in THEMUSEUM.

How will you maintain social distancing during activities?

On Friday, we will host three streamed story time sessions from our partners, Idea Exchange which will be projected onto the Shadow Play. We will lay out socially distanced floor mats for families to sit on. The floor mats will provide a visual prompt for our little ones to keep their distance from others. Mats will be cleaned after the story time sessions. We will have additional socially distanced seating on the 2nd Floor landing where visitors can watch the story time on the projector screen. We will have additional social distancing markers and directional signage at each station.

Saturday's scavenger hunt will involve contact-free activities and signage. If participants wish to view the pumpkin carving, we will have social distancing markers on the floor as a reminder to families to maintain their distance from one another. They may also view the pumpkin carving from the seating on the 2nd Floor.